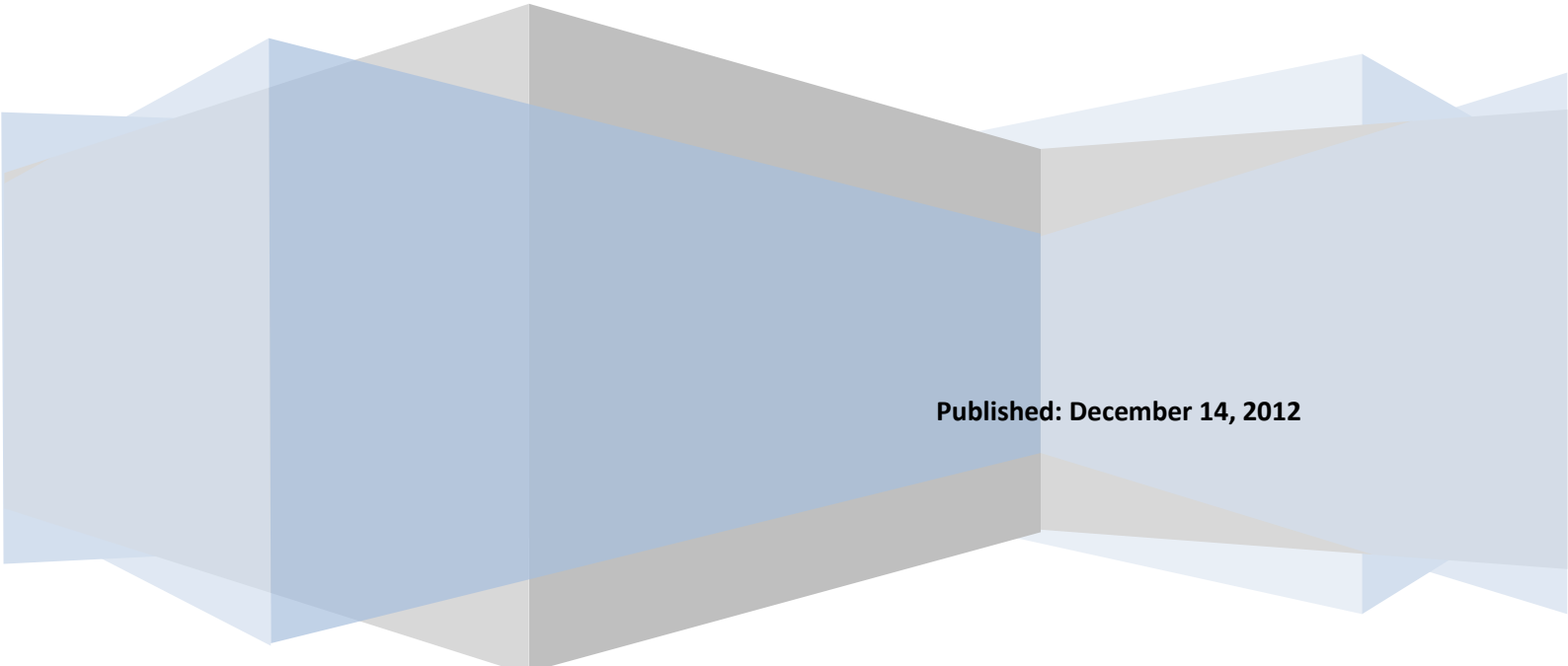


Interworks S.A

Interworks Cloud 360 Storefront

User Manual

Published: December 14, 2012

An abstract graphic at the bottom of the page consisting of several overlapping, semi-transparent 3D cubes and rectangular prisms in shades of light blue and grey, creating a complex geometric pattern.



This document contains information proprietary to Interworks S.A. and its receipt or possession does not convey any rights to reproduce, disclose, manufacture, or sell anything it might describe. Use without Interworks' specific written authorization is strictly forbidden. Interworks makes no representations or warranties with respect to the contents or use of this document, and it reserves the right to revise this document any time, without the obligation to notify any person or entity of revisions. Further, Interworks assumes no responsibility or liability for any errors or inaccuracies, makes no warranty of any kind (express, implied, or statutory) with respect to the contents or use of the information, and expressly disclaims any and all warranties of merchantability, fitness for particular purposes, and non-infringement of third-party rights.

Interworks, the Interworks logo, the Interworks Cloud 360 logo, the Interworks Cloud 360 BSS logo, the Interworks Cloud 360 Storefront logo and the Interworks Cloud 360 OSS logo are registered trademarks of Interworks S.A. All other trademarks are the property of their respective owners.

Interworks S.A

8 Iatrou Gogousi Str.
N. Eukarpia, Thessaloniki 56429, Greece
(+30) 2310 688186-7
www.interworks.biz

Contents

About this guide	4
Introduction.....	4
Support and feedback	4
Welcome.....	5
Supported Browsers	6
1. Logging in (logout).....	7
2. Storefront's Home Page	10
3. Product Catalogue	11
3.1 – Add a Product to your Basket	13
3.2 – Try a Product/Service	14
3.3 – Add an Add-on to your Basket.....	15
3.4 – Upgrade Options.....	17
4. My Subscriptions	18
5. My Orders.....	20
6. My Invoices.....	21
7. My Account.....	22
8. My Support	23



About this guide


Introduction

This guide provides instructions for Interworks Cloud 360 Storefront end user.

Note: This guide is updated as new information becomes available. Before you begin, be sure to check downloads section of the Interworks Cloud 360 support site, <http://www.gocloud360.com/downloads>, to make sure you have the latest version of the guide. The publication date on the title page indicates the version.

Support and feedback

To receive support for the Interworks Cloud 360 platform use the following link <http://www.gocloud360.com> to access product downloads and online help and documentation

Note: When you login to BSS Platform, you have the option to communicate online with one of our representatives from our Support Departments, simple by clicking the  icon on the right side of the Home Page.



Welcome

Welcome to Interworks Cloud 360 Storefront, the simplest electronic commerce that consumers can use to buy Products and Services over the Internet. Storefront provides support and user guides to help you successfully use the platform. The following User Manual will help you get familiar with the basics of Storefront Platform including how to place orders over the Internet. Interworks Cloud 360 Storefront is actually the end customer portal and the framework of a Reseller's extranet. All Cloud operations are performed smoothly in a unique business environment and it supports company's activities for B2B markets as well as B2C end customers.

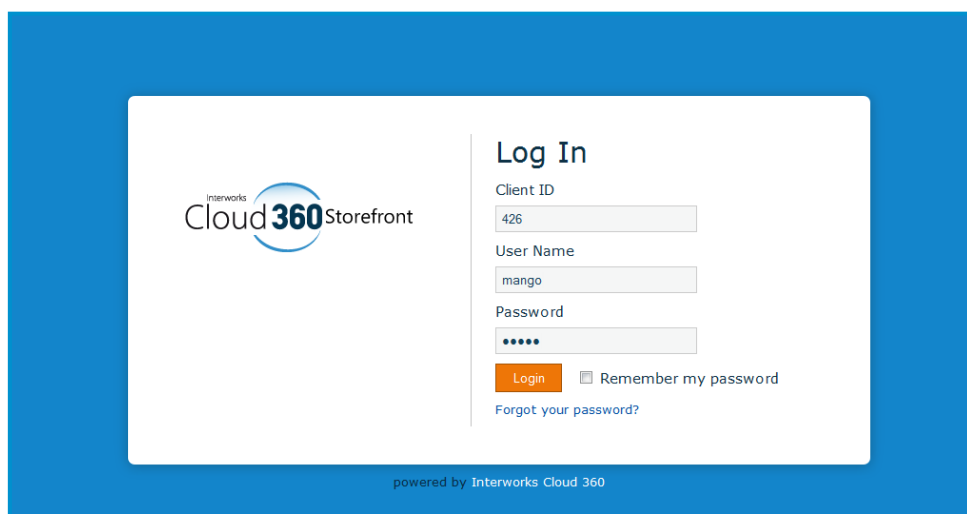


Supported Browsers

- Internet Explorer (IE 8, IE 9), all compatibility modes
- Mozilla Firefox (FF3, FF3.5, FF3.6, FF4, FF5, FF6)
- Google Chrome (CH10-13)
- Safari (S4, S5)

1. Logging in (logout)

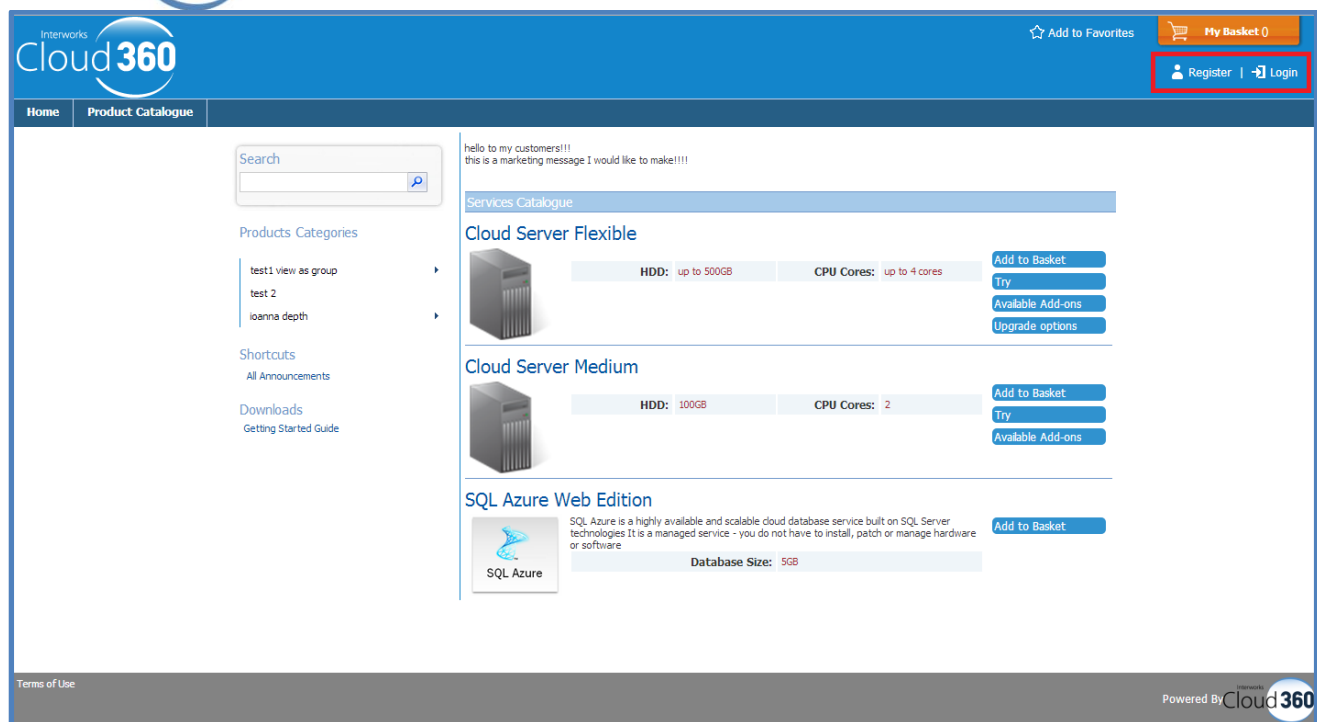
- You can have access to Storefront's website, simply by entering Storefront's URL.
- In case you are provided with a Client ID, the page that will appear is shown in the image below. Enter the appropriate credentials (Client ID, username and password) and click in the "Login" button.



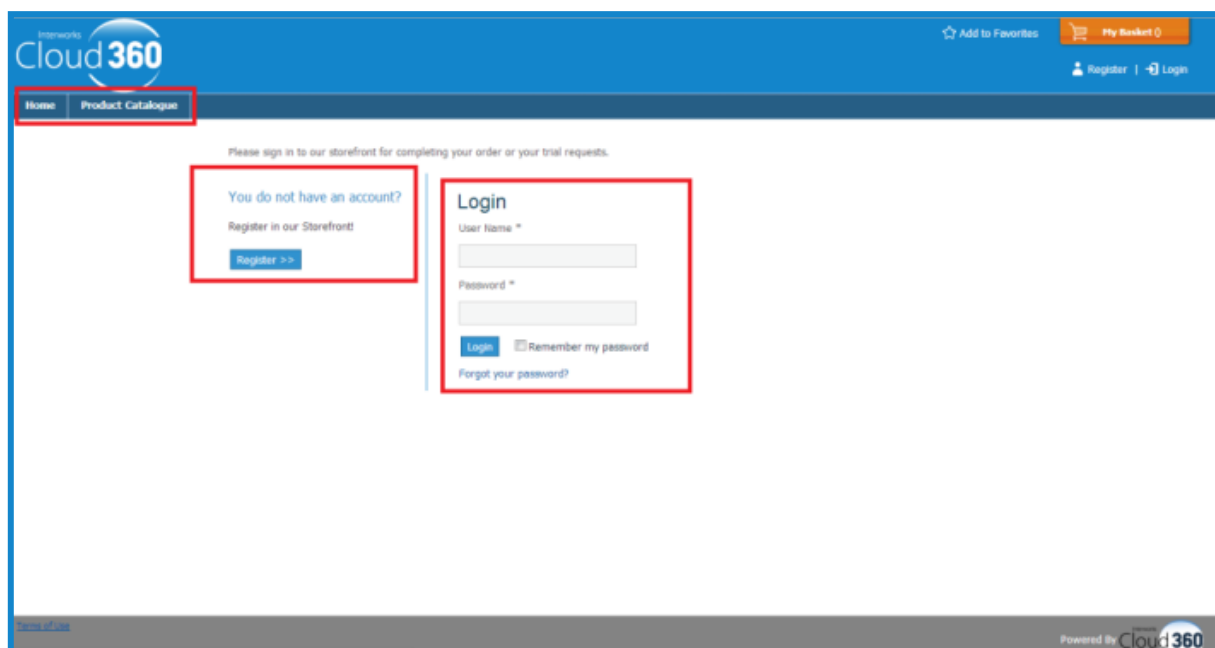
The screenshot shows the login interface for Interworks Cloud 360 Storefront. On the left is the logo. On the right, under the heading "Log In", are input fields for "Client ID" (containing "426"), "User Name" (containing "mango"), and "Password" (masked with dots). Below these is an orange "Login" button, a checkbox for "Remember my password", and a link for "Forgot your password?". At the bottom of the form area, it says "powered by Interworks Cloud 360".



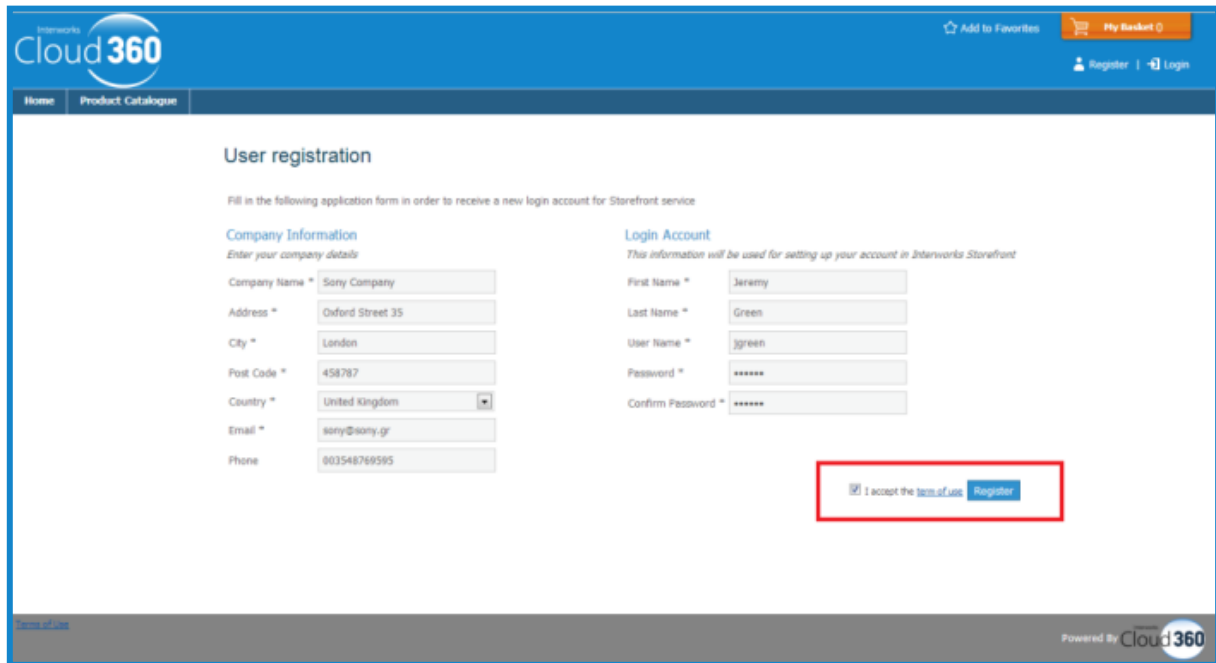
- It is highly recommended to check the "Remember my password" checkbox, only in your own PC for security reasons.
- If you forget your password you can click on the link "Forgot your password?" in order to receive your password by e-mail.
- You can logout of the System by clicking the Logout button on the upper right corner of the page. The system will expire if you are inactive for a long period. If you want to continue you should log in again.
- In case you are not provided with a Client ID, the page that will appear is shown in the image below.



- You can now navigate through Product Catalogue, but you cannot proceed with making an order, before logging in to the system. If you are provided with a user name and password, click on the login button in the upper right corner. Enter the username and password in the appropriate fields and click on the “Login” button.



- If you are not provided with any credentials, you can chose to Register, by clicking in the “Register” button and complete the form shown in the image below. After completing the form, you will be automatically logged in, in Storefront and you can now proceed with your orders.



The screenshot shows the 'User registration' page of the Interworks Cloud 360 Storefront. The page has a blue header with the Cloud 360 logo and navigation links like 'Home' and 'Product Catalogue'. The main content area is titled 'User registration' and contains two columns of form fields. The left column is for 'Company Information' and the right column is for 'Login Account'. At the bottom right, there is a red rectangular box highlighting the 'I accept the [terms of use](#)' checkbox and the 'Register' button. The footer includes a 'Terms of Use' link and a 'Powered By Cloud 360' logo.

User registration

Fill in the following application form in order to receive a new login account for Storefront service

Company Information
Enter your company details

Company Name * Sony Company
Address * Oxford Street 35
City * London
Post Code * 458787
Country * United Kingdom
Email * sony@sony.gr
Phone 003548769595

Login Account
This information will be used for setting up your account in Interworks Storefront

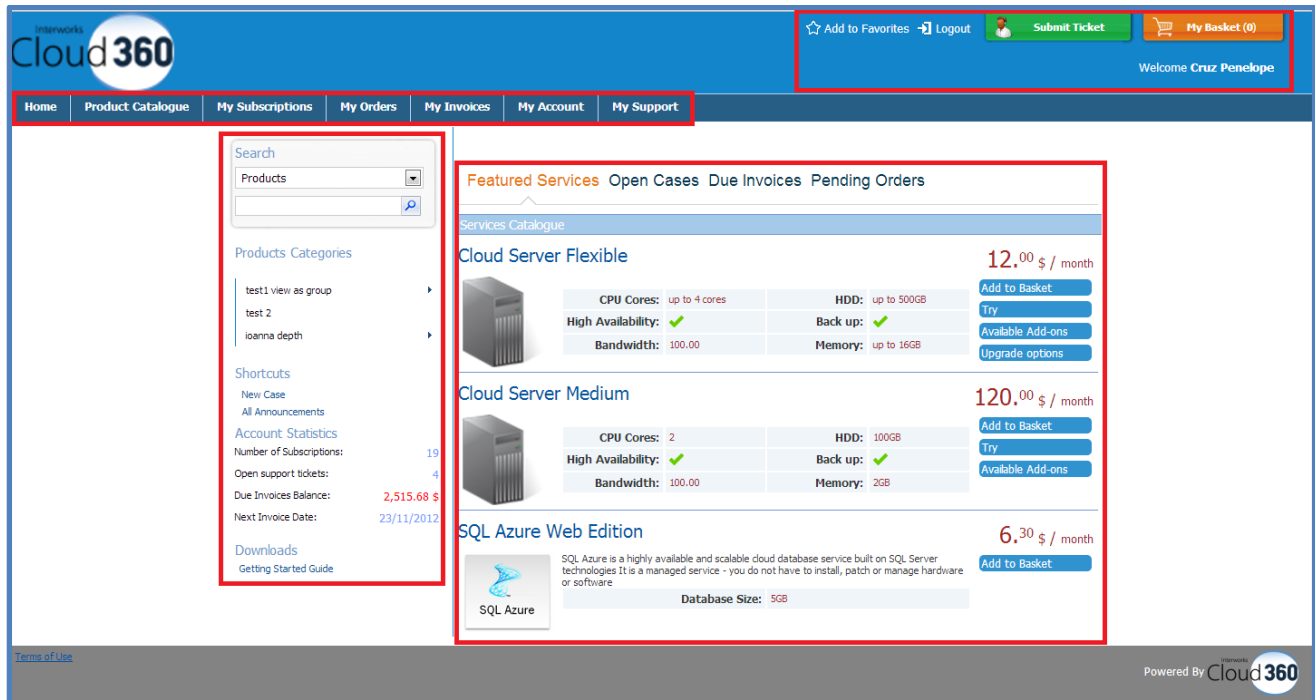
First Name * Jeremy
Last Name * Green
User Name * jgreen
Password * *****
Confirm Password * *****

☒ I accept the [terms of use](#) **Register**

Powered By Cloud 360

2. Storefront's Home Page

Home Page is the first page you see after logging in to the System. This page is separated to four sections.



The screenshot displays the Interworks Cloud 360 Storefront Home Page. The page is divided into four main sections:

- Navigation Menu (Top Left):** Includes links for Home, Product Catalogue, My Subscriptions, My Orders, My Invoices, My Account, and My Support. Below these are search and product category filters.
- User Actions (Top Right):** Includes links for Add to Favorites, Logout, Submit Ticket, and My Basket (0). A welcome message "Welcome Cruz Penelope" is displayed.
- Featured Services (Main Content Area):** Displays three service cards:
 - Cloud Server Flexible:** 12.00 \$ / month. Features: CPU Cores: up to 4 cores, HDD: up to 500GB, High Availability: ✓, Back up: ✓, Bandwidth: 100.00, Memory: up to 16GB.
 - Cloud Server Medium:** 120.00 \$ / month. Features: CPU Cores: 2, HDD: 100GB, High Availability: ✓, Back up: ✓, Bandwidth: 100.00, Memory: 2GB.
 - SQL Azure Web Edition:** 6.30 \$ / month. Features: Database Size: 5GB.
- Account Statistics (Bottom Left):** Displays account information such as Number of Subscriptions (19), Open support tickets (4), Due Invoices Balance (2,515.68 \$), and Next Invoice Date (23/11/2012).

The first section is the Navigation menu on the upper left side of the page. From this menu you can redirect to any of the available modules (Product Catalogue, My Subscriptions, My Orders, My Invoices, My Account and My Support).

The second section is visible in the right upper side of the page. From this section, you can add Storefront's website to your Favorites (or Bookmarks), you can Logout from the System, you can submit a Ticket to Support Department, you can go to your Basket, and you can see a Welcome message.

The third section is displayed on the left hand side of the page, and consists of the Search section, the Products Categories section, the Shortcuts section, the Account Statistics section and the Downloads section. The Search section helps you locate the objects (Subscriptions, Orders, Invoices, Products and Support Tickets) you want. The Products Categories section helps you navigate through the Products Categories, and directs you to the particular folder where a product is placed. The Shortcuts section has a link named “New case”, that allows you to create a new ticket, and a link “All Announcements” that allows you to see all the Announcements that are available for you. The Account Statistics section helps you have a quick look at the Number of Subscriptions generated for your Account, the Open Tickets for your Account, the Due Invoices Balance and the Next Invoice Date for your Orders. The Downloads section has links to some useful manuals such as Getting Started Guides.

The above mentioned sections are consistent through the whole system and thus visible from any other page. The fourth section is different in every module. For the Home Page this section contains three tabs. The first tab displays all the Featured Services that are available for you to buy. The second tab, displays the Due Invoices that are generated for your Account and the third tab displays your Pending Orders. In this way you can quickly monitor your Open Issues just with one click.

To navigate through pages you can use the menu bar, the tabs in every module, the links, the option buttons and the shortcuts menus. You can use either the “Back” button, when you are viewing any detailed page, or the “Cancel” button, when you are editing or creating a record, to return to your previous screen.

3. Product Catalogue

Product Catalogue page, is separated into two tabs. The first tab, named “Featured Services” contains all products/services that are marked as Featured Products. The second tab, named “All Services”, contains all the Products/Services that are available for you to buy. From this page you can chose to add a particular product to your Basket, try the product for a specified time period for free and see the Upgrade Options and the available Add-ons for that product. We will see these actions in detail in Paragraphs 3.1 – 3.4

Interworks Cloud360

Welcome Papadopoulou Ioanna

Home Product Catalogue My Subscriptions My Orders My Invoices My Account My Support

Search
Products

Products Categories
test1 view as group
test 2
ioanna depth

Shortcuts
New Case
All Announcements
Account Statistics
Number of Subscriptions: 15
Open support tickets: 0
Due Invoices Balance: 32,278.80 \$
Next Invoice Date: 10/28/2012
Downloads
Getting Started Guide

Featured Services All Services (3 Records)

Service Catalogue

Cloud Server Flexible 36.00 \$ / month

Add to Basket
Try
Available Add-ons
Upgrade options

Cloud Server Medium 120.00 \$ / month

Add to Basket
Try
Available Add-ons

SQL Azure Web Edition 6.30 \$ / month

Add to Basket

SQL Azure is a highly available and scalable cloud database service built on SQL Server technologies. It is a managed service - you do not have to install, patch or manage hardware or software.

Database Size: 5GB

Powered By Cloud360

You can also click on the name of a Product/Service if you want to see more details for that particular Product/Service. After clicking on that link you are redirected to the Product's Detailed View Page, from where you can choose to Add that particular product to your Basket, try the product for a specified period for free, see the Upgrade Products and the available Add-ons for that product and see different images of the Product and different prices depending on the Subscription period.

Interworks Cloud360

Welcome Papadopoulou Ioanna

Home Product Catalogue My Subscriptions My Orders My Invoices My Account My Support

Search
Products

Products Categories
test1 view as group
test 2
ioanna depth

Shortcuts
New Case
All Announcements
Account Statistics
Number of Subscriptions: 15
Open support tickets: 0
Due Invoices Balance: 32,278.80 \$
Next Invoice Date: 10/28/2012
Downloads
Getting Started Guide

Featured Services All Services (3 Records)

Service Catalogue

Cloud Server Flexible 36.00 \$ / month

Add to Basket
Try
Available Add-ons
Upgrade options

Cloud Server Medium 120.00 \$ / month

Add to Basket
Try
Available Add-ons

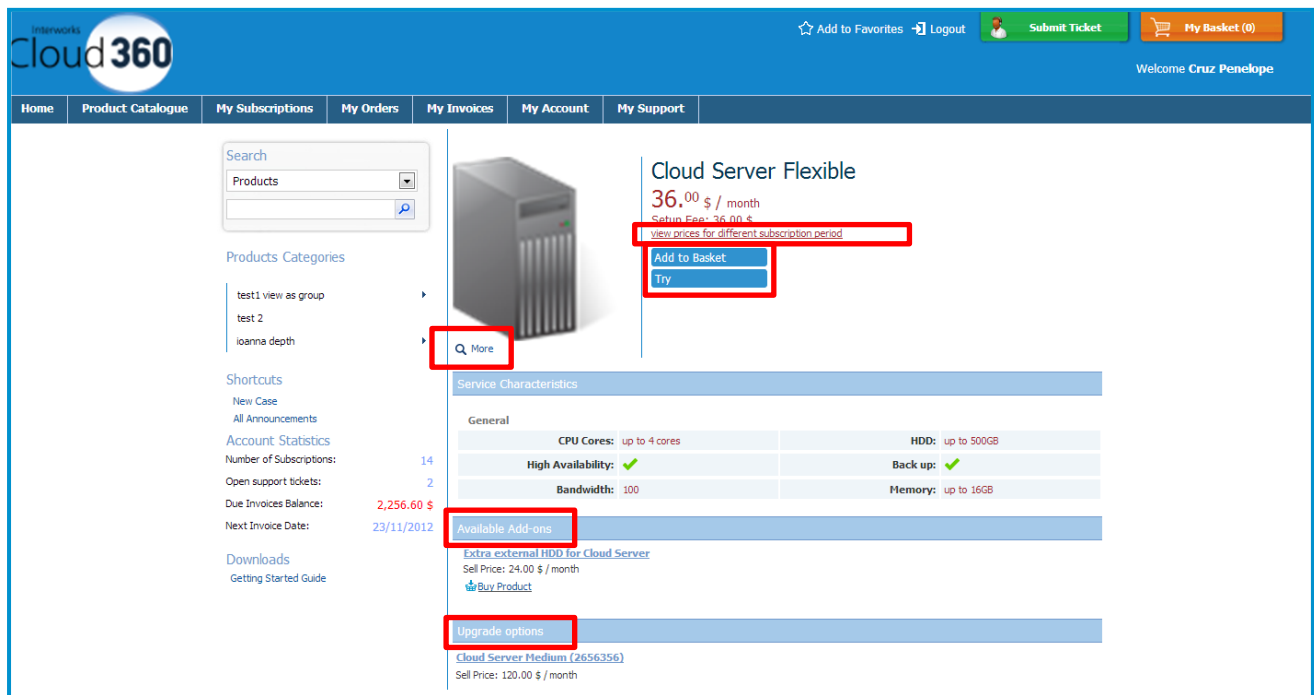
SQL Azure Web Edition 6.30 \$ / month

Add to Basket

SQL Azure is a highly available and scalable cloud database service built on SQL Server technologies. It is a managed service - you do not have to install, patch or manage hardware or software.

Database Size: 5GB

Powered By Cloud360



The screenshot shows the Interworks Cloud 360 Storefront. The main product displayed is 'Cloud Server Flexible' with a price of 36.00 \$ / month. The page includes a search bar, product categories, account statistics, and a detailed product description. The 'Add to Basket' and 'Try' buttons are highlighted with red boxes. The 'Available Add-ons' section is also highlighted with a red box.

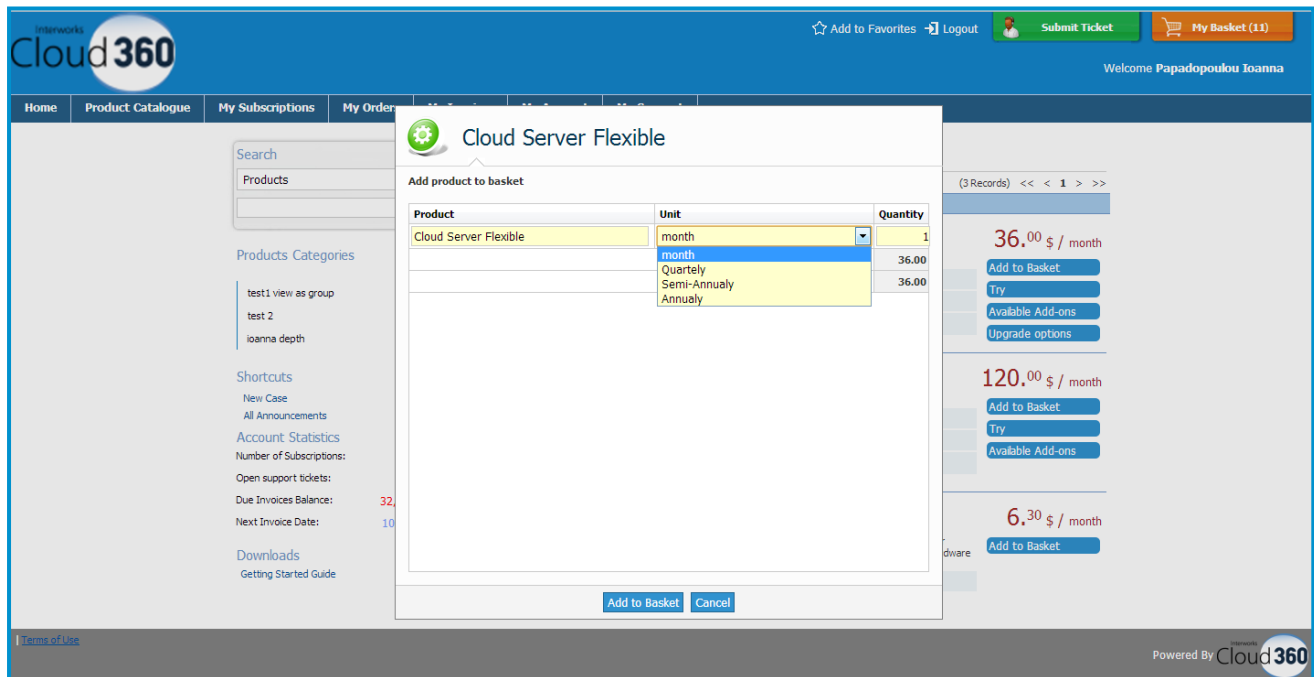
Service Characteristics	
General	
CPU Cores: up to 4 cores	HDD: up to 500GB
High Availability: ✓	Back up: ✓
Bandwidth: 100	Memory: up to 16GB

Available Add-ons	
Extra external HDD for Cloud Server	
Sell Price: 24.00 \$ / month	
Buy Product	

Upgrade options	
Cloud Server Medium (2656356)	
Sell Price: 120.00 \$ / month	

3.1 – Add a Product to your Basket

You can choose to add a Product to your Basket in various ways. The first way to do that is from the Home Page of Storefront. From there you can only add to your Basket Products that are marked as Featured Products for the Home Page. The second way to add a Product to your Basket is to click on the “Add to Basket” button from the “Product Catalogue” page. The third way is to click on the name of a Product from “Product Catalogue” page and then after you are redirected to the Page of that particular product, click on the “Add to Basket” button. You can choose the way that best fits your needs. The result of clicking the “Add to Basket” button would be to open the pop up shown in the next Image.

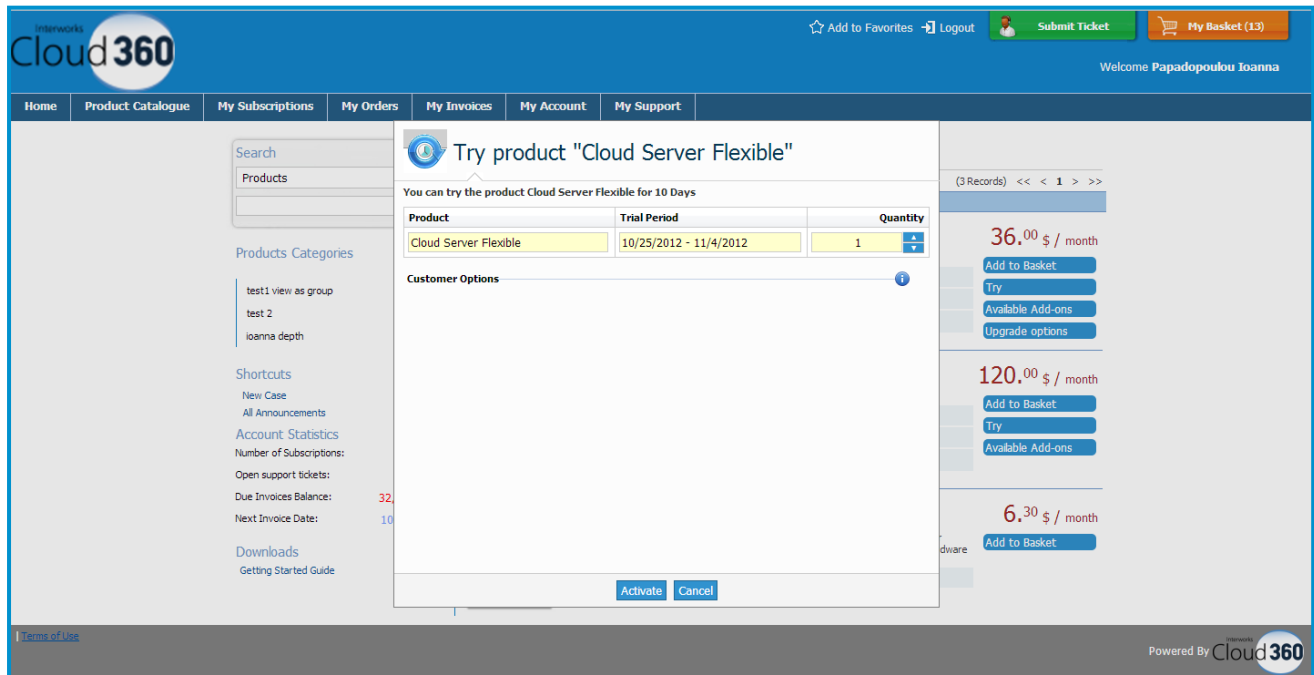


In this pop up you only have to choose the Unit type of the Product (in this case the available Unit Types are Month, Quarterly, Semi-Annually and Annually) and the desired Quantity. After clicking the “Add to Basket” button on the Pop up, the Product is added to your basket. You can click on the “My Basket” link on the right upper corner of your page to verify that the product is added to your Basket.

3.2 – Try a Product/Service

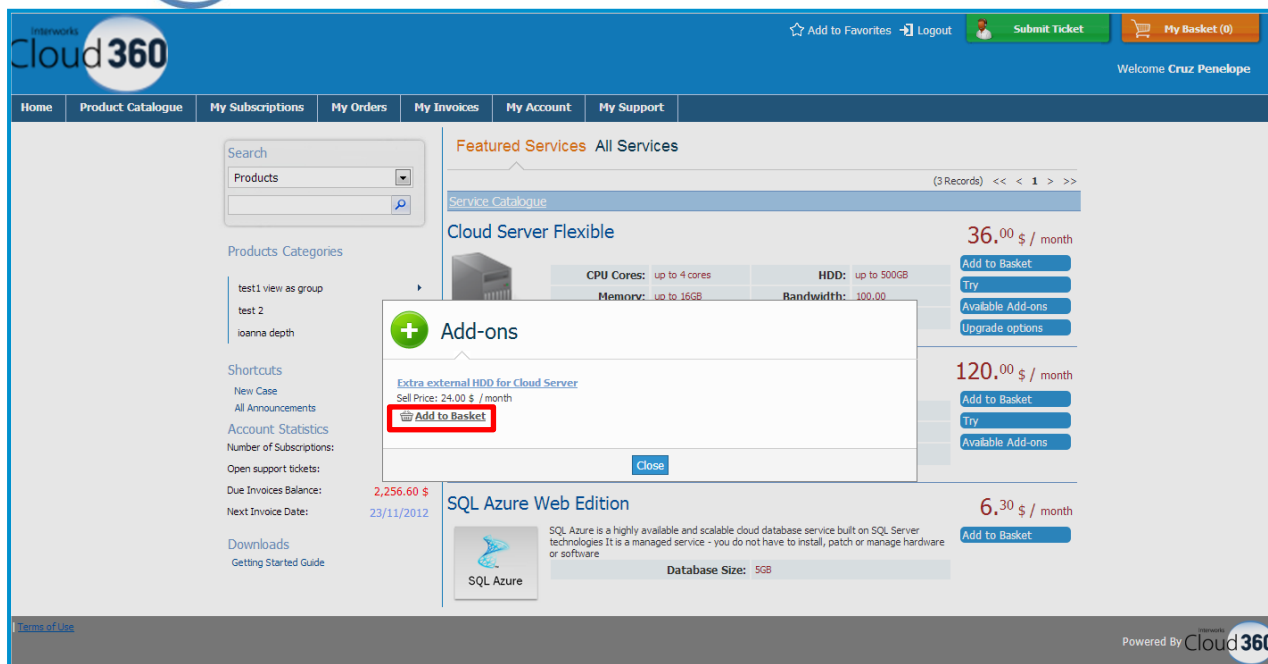
Some products are available free of charge, for a specific “trial” time period. For these products you will see a “Try” button in their page. You can chose to try a product, simple by clicking the “Try” button. You can do that in the same three ways you can add a Product to your Basket, that is either from the Home Page, or from the Product Catalogue Page or from the Product’s Detailed View Page. After you click the “Try” button, the pop up shown in the following Image appears. In this pop up you see the Trial Period set for the Product, and you can select the desired Quantity for the Product. You may not be allowed to change the value “Quantity”

depending on Product's configuration. After you click the "Activate" button, a trial Subscription is generated automatically for you.



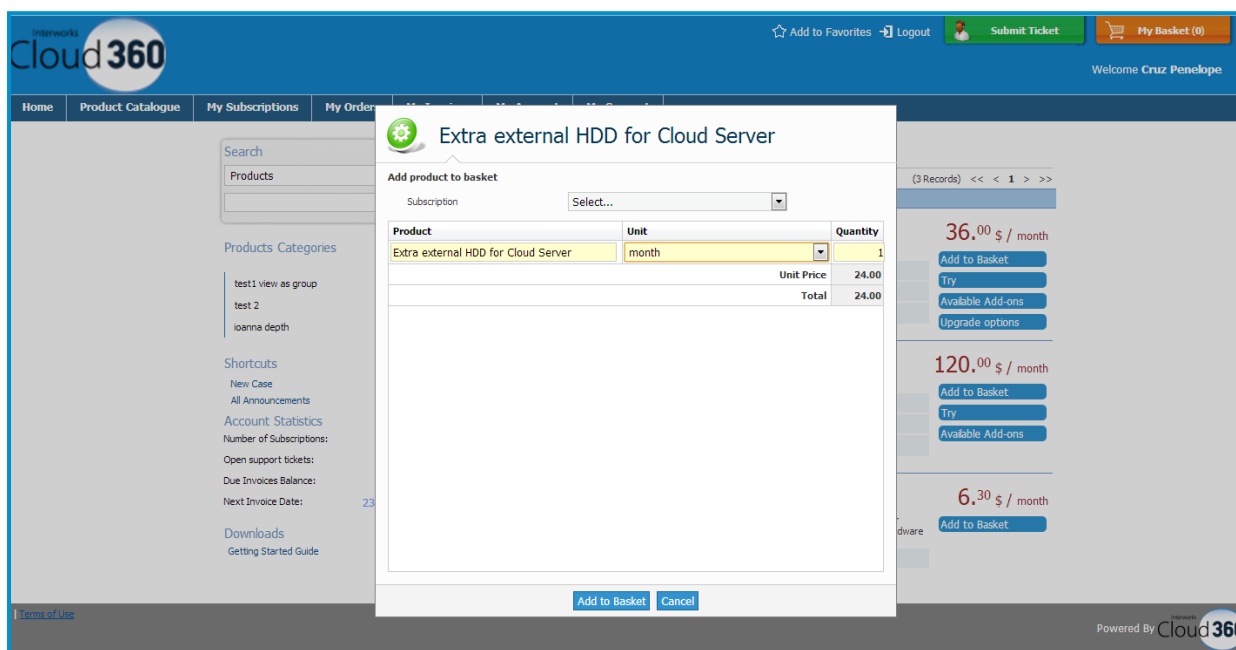
3.3 – Add an Add-on to your Basket

For particular products there are other Products available, named "Add-ons". You can add these Add-ons to your Basket simply by clicking the Add to Basket Button next to their name, either from the Home Page, or from the Product Catalogue page, or from the Product's Detailed View page. After you click the "Add to Basket" button the pop up shown in the next Image appears.



The screenshot shows the Interworks Cloud360 storefront. The user is logged in as 'Cruz Penelope'. The main navigation bar includes links for Home, Product Catalogue, My Subscriptions, My Orders, My Invoices, My Account, and My Support. The left sidebar contains a search bar, product categories, and shortcuts. The main content area displays 'Featured Services' and 'All Services'. A pop-up window titled 'Add-ons' is open, showing the 'Cloud Server Flexible' service. The pop-up lists the service details: CPU Cores (up to 4 cores), HDD (up to 500GB), Memory (up to 16GB), and Bandwidth (100.00). The price is 36.00 \$ / month. The 'Add to Basket' button is highlighted with a red box. The background shows the 'Cloud Server Flexible' service details and the 'SQL Azure Web Edition' service.

In this pop up you can either click on the name of the Add-on, in order to be redirected to the Add-on's Detailed View Page, or you can click on the "Add to Basket" button. When you click on the "Add to Basket" button a new pop up will appear. In this pop up, if you select the name of one of your existing Subscriptions; the Add-on will be added in your existing Subscription, if not a new Subscription will be generated after clicking the "Add to Basket" button on the end of the pop up. You can also change the Unit type and the Quantity for this Add-on.

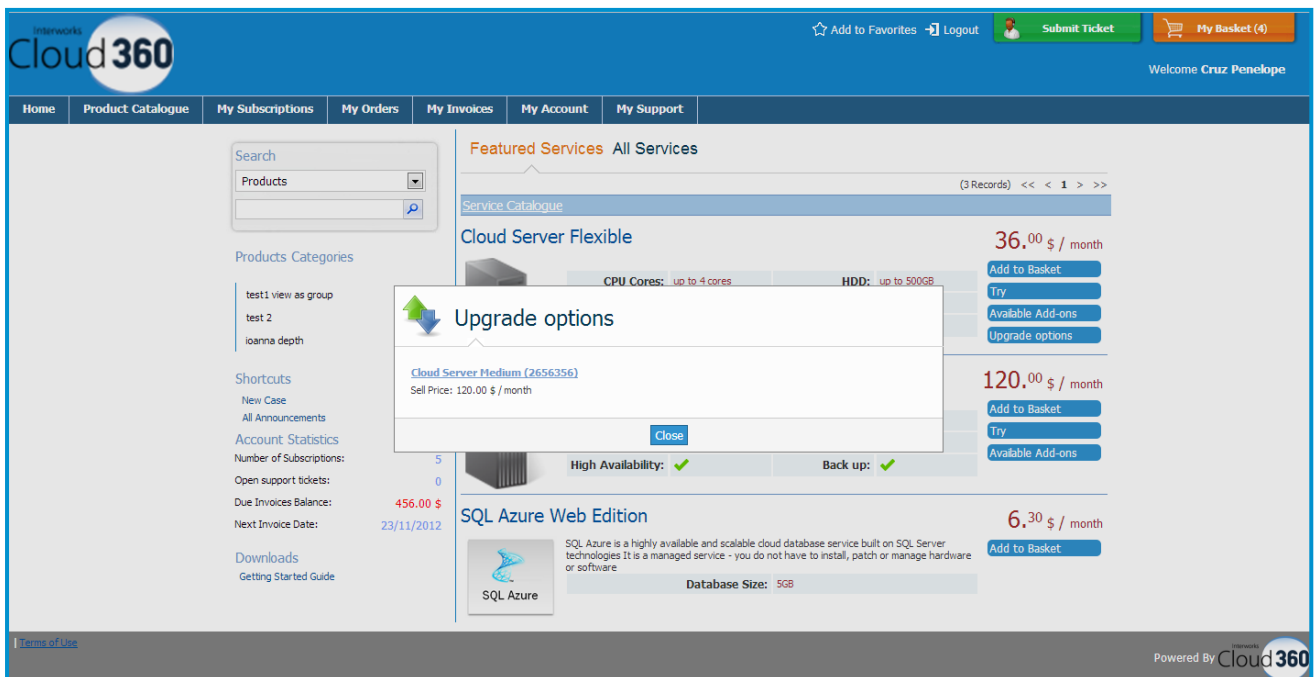


The screenshot shows the Interworks Cloud360 storefront. The user is logged in as 'Cruz Penelope'. The main navigation bar includes links for Home, Product Catalogue, My Subscriptions, My Orders, My Invoices, My Account, and My Support. The left sidebar contains a search bar, product categories, and shortcuts. The main content area displays 'Featured Services' and 'All Services'. A pop-up window titled 'Extra external HDD for Cloud Server' is open. The pop-up shows the 'Add product to basket' form. The form includes a 'Subscription' dropdown menu, a 'Product' dropdown menu, a 'Unit' dropdown menu, and a 'Quantity' input field. The 'Product' dropdown is set to 'Extra external HDD for Cloud Server', the 'Unit' is set to 'month', and the 'Quantity' is set to 1. The 'Unit Price' is 24.00 and the 'Total' is 24.00. The 'Add to Basket' button is highlighted with a red box. The background shows the 'Cloud Server Flexible' service details and the 'SQL Azure Web Edition' service.

You can click on the “My Basket” link on the right upper corner of your page to verify that the product is added to your Basket.

3.4 – Upgrade Options

For a particular Product/Service, you may be given the option to “Upgrade” the Product into a more advanced one. In such cases you will see the “Upgrade Options” button on the Home Page, on the Product Catalogue page and on the Product’s Detailed View page. After you click that button the following pop-up will appear. If you click on the name of the Upgrade Product you will be transferred to the Product’s Detailed View page.



The screenshot displays the Interworks Cloud360 storefront interface. The top navigation bar includes links for Home, Product Catalogue, My Subscriptions, My Orders, My Invoices, My Account, and My Support. A search bar is located on the left side. The main content area shows a list of services under the heading "Featured Services". The first service listed is "Cloud Server Flexible" with a price of 36.00 \$ / month. An "Upgrade options" pop-up window is overlaid on the page, showing details for "Cloud Server Medium (2656356)" with a sell price of 120.00 \$ / month. The pop-up also includes a "Close" button. Below the pop-up, the "SQL Azure Web Edition" service is visible with a price of 6.30 \$ / month. The interface also shows account statistics on the left, including the number of subscriptions, open support tickets, and due invoices balance.

4. My Subscriptions

From this page you can manage all your Subscriptions. By default “Active Subscriptions” are shown. You can choose to view different subscriptions simply by selecting a different option from the “View” drop down list.

The screenshot shows the 'My Subscriptions' page. On the left, there's a sidebar with search and navigation options. The main content area displays a table of subscriptions. A dropdown menu is open, showing various subscription status filters. The 'View' button is highlighted in red.

Name	Quantity	Billing Cycle	Next Due Date	Product	Amount
Extra external HDD for Cloud Server	1	month	25/11/2012		24.00 \$
Extra external HDD for Cloud Server	1	month	25/11/2012		24.00 \$
Orange Product Double Play	1	month	23/11/2012		48.00 \$
Trial Product Orange	1	month	23/11/2012		84.00 \$
Trial Product Orange	1	month	23/11/2012		84.00 \$

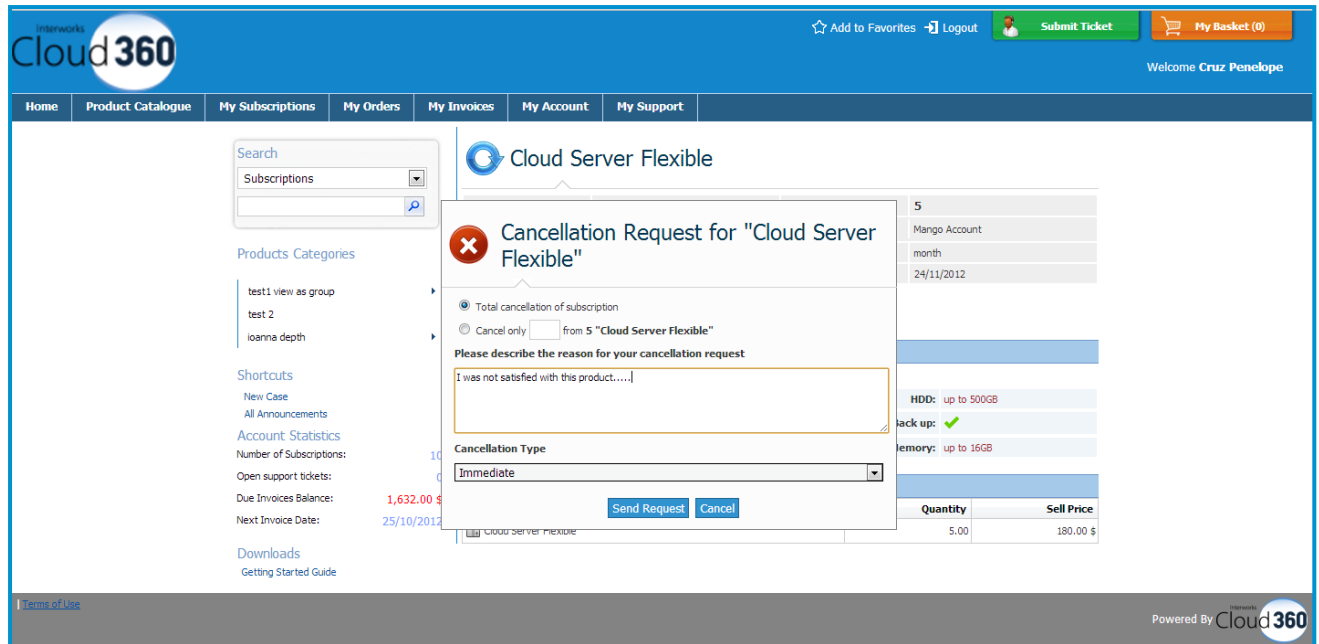
By clicking the name of one Subscription you are redirected to the Subscription's Detailed View page.

The screenshot shows the detailed view of a 'Cloud Server Flexible' subscription. It includes a summary of subscription details and a table of subscription characteristics. A red box highlights the 'Add Add-on' button.

Subscription Characteristics	General
CPU Cores:	up to 4 cores
HDD:	up to 500GB
High Availability:	✓
Back up:	✓
Bandwidth:	100
Memory:	up to 16GB

Product / Add-On	Quantity	Sell Price
Cloud Server Flexible	1.00	36.00 \$

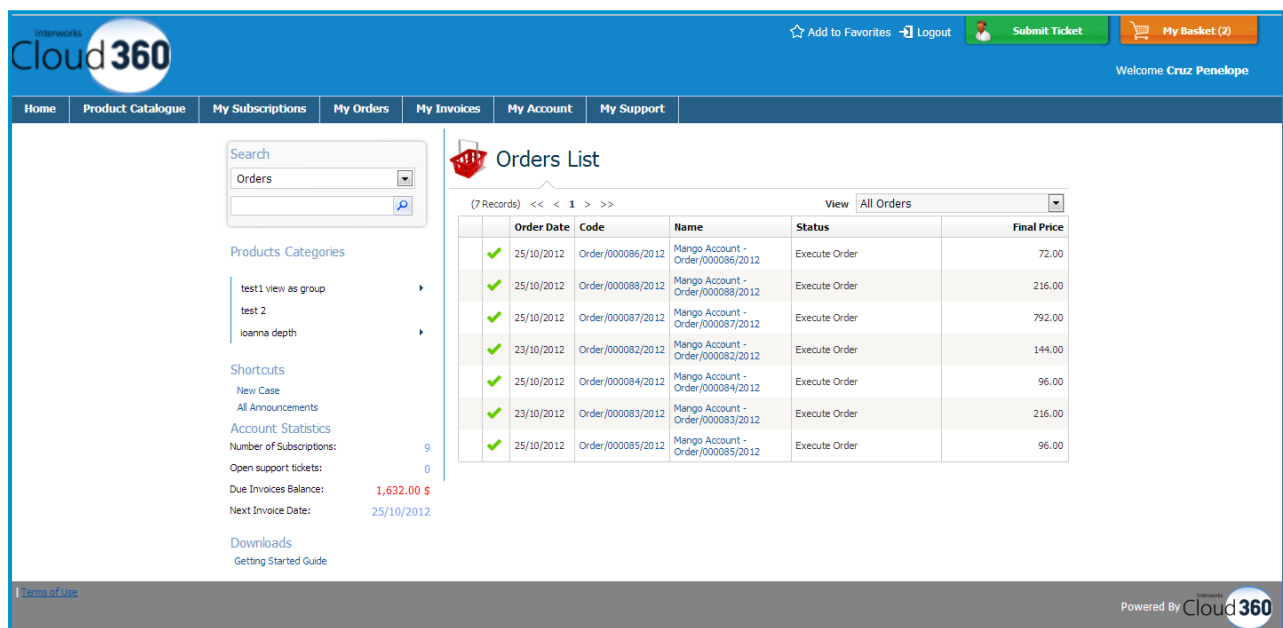
From this page you can chose to add Add-ons to your Subscription, Update your Subscription, or you can request a Cancellation of the Subscription. When you Request a Cancellation of the Subscription a new pop up appears.



In this pop up you are given two options: the first one is the “Total Cancellation of the Subscription” and the second one is to cancel some of the Products contained in the Subscription. For example in the case shown in the above image, the Quantity for the “Cloud Server Flexible” product is 5. The user can choose to cancel only 3 out of 5 products. You can also describe the reason for this cancellation and you can set the type of the cancellation (whether you want the cancellation to be immediate, or in the end of Subscription’s period).

5. My Orders

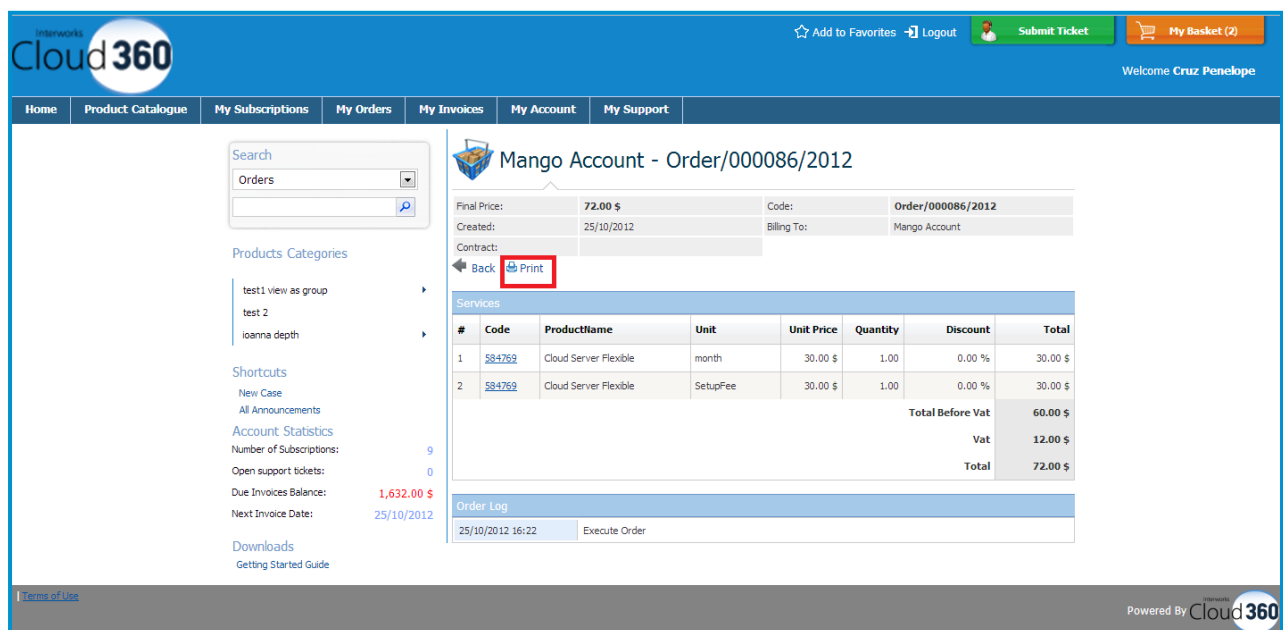
From My Orders page, you can see all your orders. You can use the “View” drop down list to change between different views. When you click on the name of an Order, you are redirected to the Order’s Detailed View page. From there you can print your Order simply by clicking the “Print” button.



Orders List

(7 Records) << < 1 > >>

Order Date	Code	Name	Status	Final Price
25/10/2012	Order/000086/2012	Mango Account - Order/000086/2012	Execute Order	72.00
25/10/2012	Order/000088/2012	Mango Account - Order/000088/2012	Execute Order	216.00
25/10/2012	Order/000087/2012	Mango Account - Order/000087/2012	Execute Order	792.00
23/10/2012	Order/000082/2012	Mango Account - Order/000082/2012	Execute Order	144.00
25/10/2012	Order/000084/2012	Mango Account - Order/000084/2012	Execute Order	96.00
23/10/2012	Order/000083/2012	Mango Account - Order/000083/2012	Execute Order	216.00
25/10/2012	Order/000085/2012	Mango Account - Order/000085/2012	Execute Order	96.00



Mango Account - Order/000086/2012

Final Price: **72.00 \$** Code: **Order/000086/2012**

Created: 25/10/2012 Billing To: Mango Account

Contract: [Back](#) [Print](#)

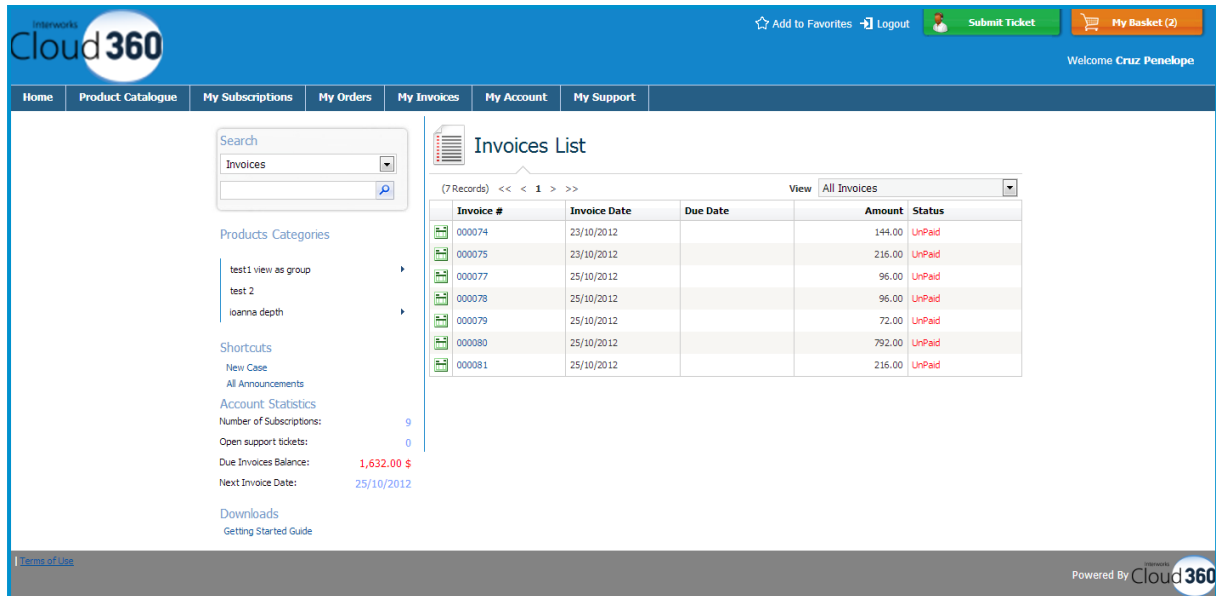
#	Code	ProductName	Unit	Unit Price	Quantity	Discount	Total
1	584769	Cloud Server Flexible	month	30.00 \$	1.00	0.00 %	30.00 \$
2	584769	Cloud Server Flexible	SetupFee	30.00 \$	1.00	0.00 %	30.00 \$
Total Before Vat							60.00 \$
Vat							12.00 \$
Total							72.00 \$

Order Log

25/10/2012 16:22	Execute Order
------------------	---------------

6. My Invoices

From My Invoices page, you can see all your invoices. You can use the “View” drop down list to change between different views (e.g. Debit invoices, Credit Invoices, Unpaid invoices etc).



Invoices List

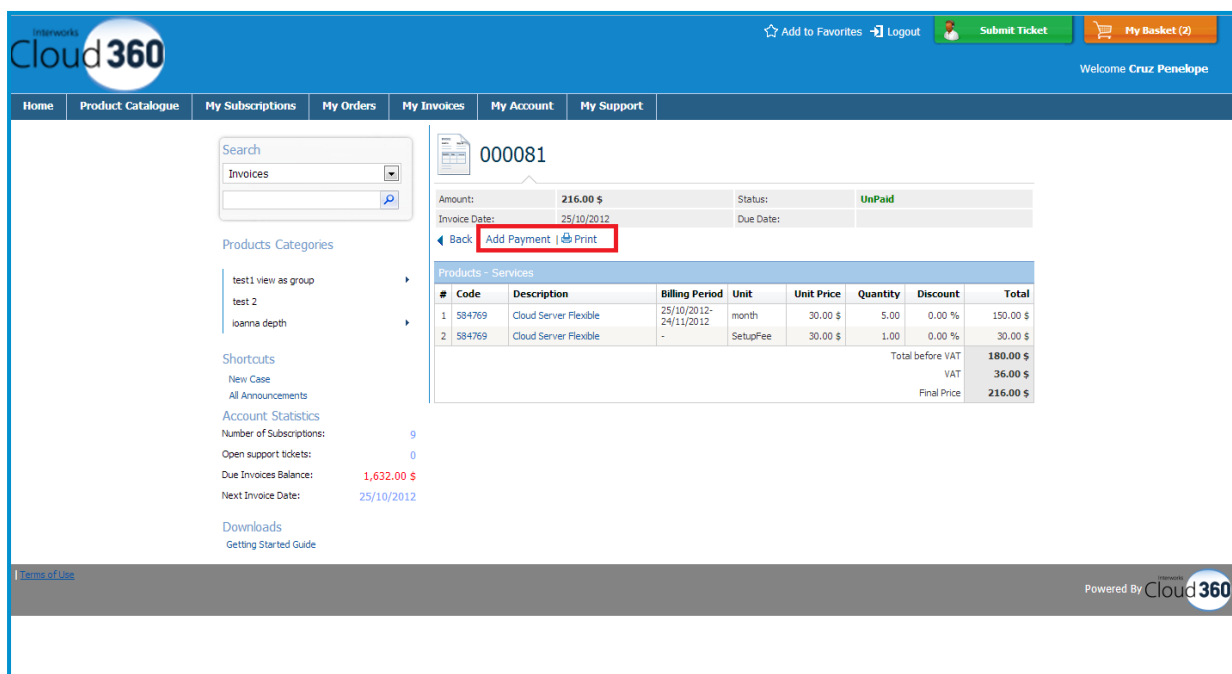
(7 Records) << < 1 > >> View All Invoices

Invoice #	Invoice Date	Due Date	Amount	Status
000074	23/10/2012		144.00	UnPaid
000075	23/10/2012		216.00	UnPaid
000077	25/10/2012		96.00	UnPaid
000078	25/10/2012		96.00	UnPaid
000079	25/10/2012		72.00	UnPaid
000080	25/10/2012		792.00	UnPaid
000081	25/10/2012		216.00	UnPaid

Account Statistics

- Number of Subscriptions: 9
- Open support tickets: 0
- Due Invoices Balance: 1,632.00 \$
- Next Invoice Date: 25/10/2012

If you click on the name of one Invoice you are redirected to the Invoice’s Detailed View page. From this page you can choose to “Add Payment” to the Invoice, or Print the Invoice.



000081

Amount: 216.00 \$ Status: UnPaid

Invoice Date: 25/10/2012 Due Date:

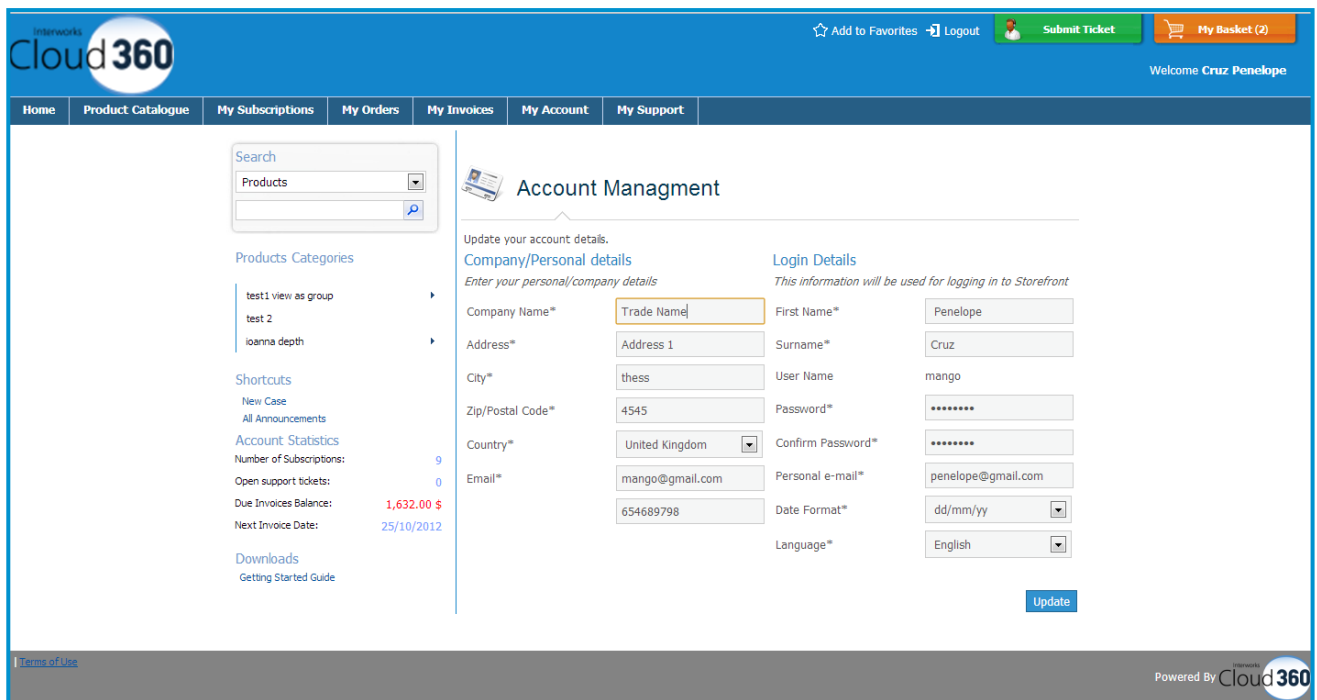
Back Add Payment Print

Products - Services

#	Code	Description	Billing Period	Unit	Unit Price	Quantity	Discount	Total
1	584769	Cloud Server Flexible	25/10/2012-24/11/2012	month	30.00 \$	5.00	0.00 %	150.00 \$
2	584769	Cloud Server Flexible	-	SetupFee	30.00 \$	1.00	0.00 %	30.00 \$
Total before VAT								180.00 \$
VAT								36.00 \$
Final Price								216.00 \$

7. My Account

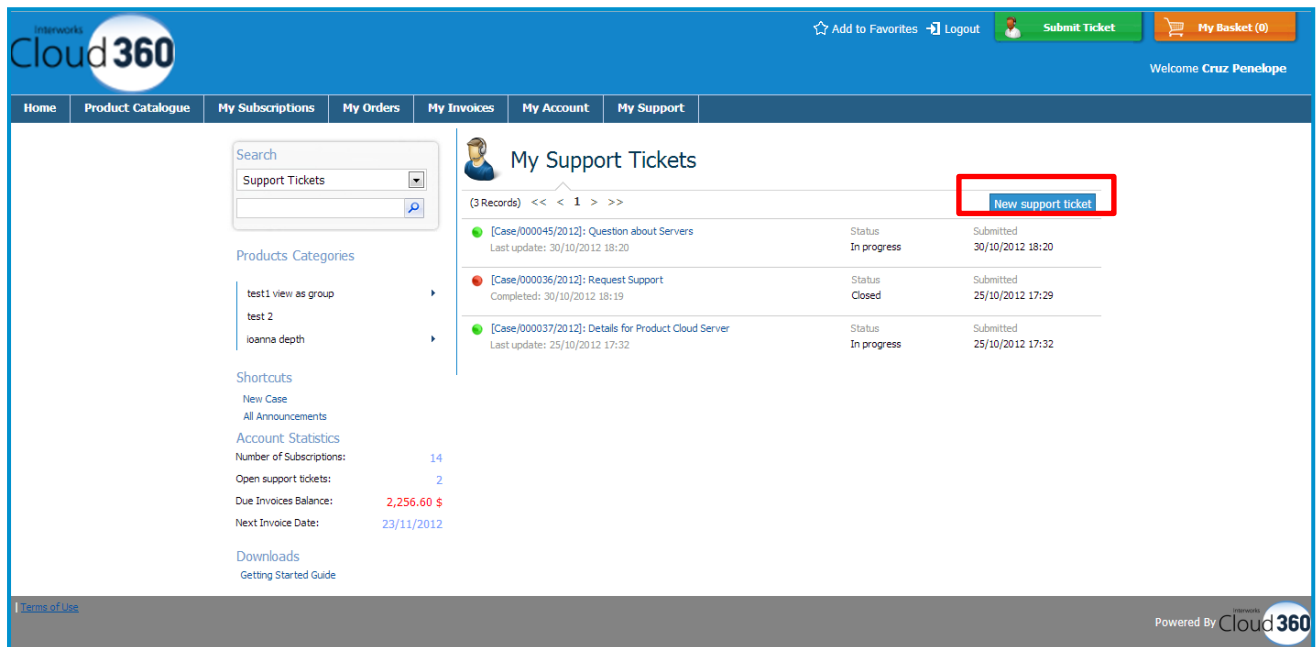
From this page you can see your Account's Details. You can change the fields you want simply by typing in the appropriate text box and clicking the "Update" button.



The screenshot shows the 'My Account' page in the Interworks Cloud 360 Storefront. The page has a blue header with the Cloud 360 logo and navigation links: Home, Product Catalogue, My Subscriptions, My Orders, My Invoices, My Account (selected), and My Support. A search bar is located in the top right corner. The main content area is titled 'Account Management' and contains two sections: 'Company/Personal details' and 'Login Details'. The 'Company/Personal details' section includes fields for Company Name, Address, City, Zip/Postal Code, Country, and Email. The 'Login Details' section includes fields for First Name, Surname, User Name, Password, Confirm Password, Personal e-mail, Date Format, and Language. A blue 'Update' button is located at the bottom right of the form. On the left side of the page, there is a sidebar with a search bar, a 'Products Categories' list, and 'Account Statistics' showing the number of subscriptions (9), open support tickets (0), and due invoices balance (\$1,632.00).

8. My Support

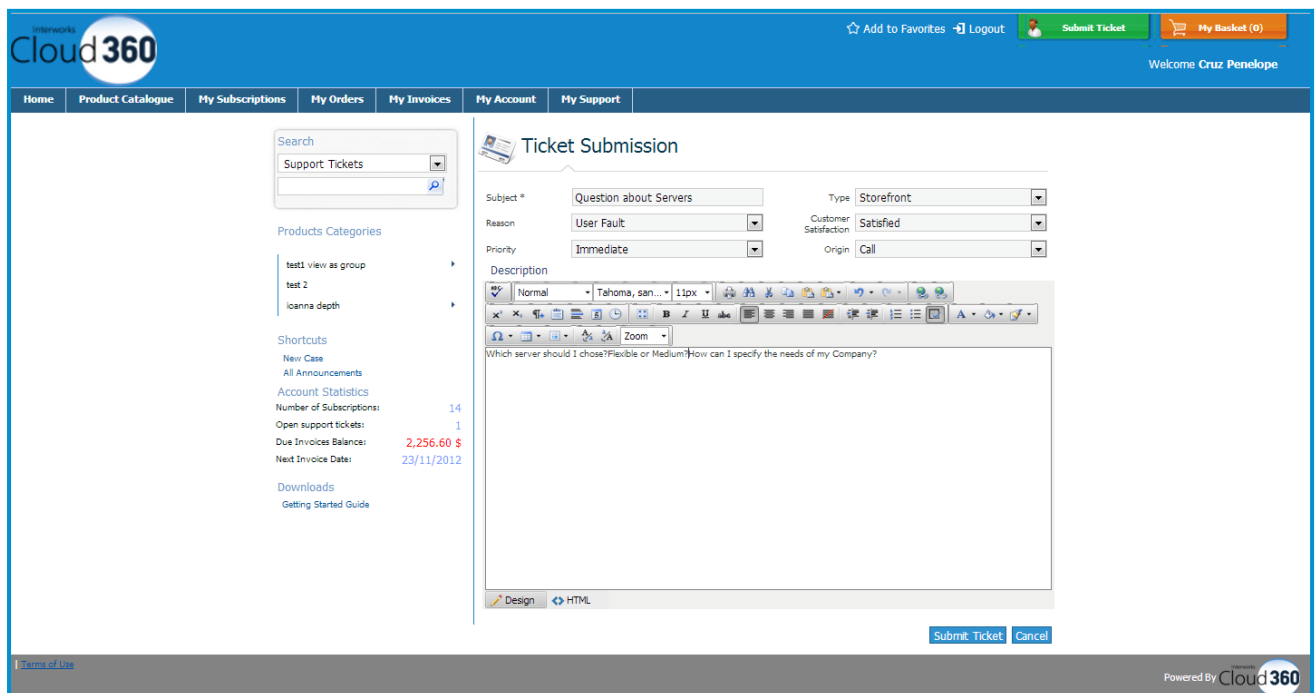
From this page you can chose to add a new ticket to Support Department.



The screenshot shows the 'My Support Tickets' page in the Interworks Cloud360 interface. The page has a blue header with the Cloud360 logo and navigation links. The main content area is divided into a left sidebar and a right main section. The left sidebar contains a search bar, product categories, shortcuts, account statistics, and downloads. The right main section displays a list of support tickets. A red box highlights the 'New support ticket' button in the top right corner of the ticket list area.

Case ID	Subject	Status	Submitted
[Case/000045/2012]	Question about Servers	In progress	30/10/2012 18:20
[Case/000036/2012]	Request Support	Closed	25/10/2012 17:29
[Case/000037/2012]	Details for Product Cloud Server	In progress	25/10/2012 17:32

Just click on the “New support ticket” button and complete the following form.



The screenshot shows the 'Ticket Submission' form in the Interworks Cloud360 interface. The form is titled 'Ticket Submission' and contains several fields for user input. The fields are arranged in a grid-like structure. A large text area is provided for the Description.

Field	Value
Subject *	Question about Servers
Type	Storefront
Reason	User Fault
Customer Satisfaction	Satisfied
Priority	Immediate
Origin	Call

Description: Which server should I chose?Flexible or Medium?How can I specify the needs of my Company?